

THE
COMPLIANCE
GROUP

228966
2005-40C

March 28, 2011

IMPORTANT NOTICE REGARDING COMPLIANCE & REPORTING

Public Service Commission of South Carolina
Saluda Building
101 Executive Center Drive
Columbia, SC 29210

**Re: inContact, Inc., d/b/a UCN, Inc.
 South Carolina Public Service Commission
 CLEC Quarterly Service Quality Report
 For the Quarter Ended March 31, 2011**

To Whom It May Concern:

Enclosed please find the South Carolina Public Service Commission CLEC Quarterly Service Quality Report for the Quarter ended March 31, 2011, filed on behalf of inContact, Inc., d/b/a UCN, Inc. inContact does not currently provide any local service and therefore has no troubles or outages to report.

Please contact Meghan Ruwet at (303) 663-0102 or mtr@compliancegroup.com with any questions concerning this filing. Thank you for your assistance in this matter.

Sincerely,

Meghan Ruwet
The *Compliance* Group
Consultant
Telephone: (303) 663-0102
Email: mtr@compliancegroup.com

RECEIVED

APR 03 2011

PSC SC
MAIL / DMS

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT
SOUTH CAROLINA OPERATIONS

COMPANY NAME inContact, Inc., d/b/a UCN, Inc.
QUARTER / YEAR First Quarter / 2011

Month:	<u>January</u>	<u>February</u>	<u>March</u>
Number of Customer Access Lines	<u>0</u>	<u>0</u>	<u>0</u>
Trouble Reports / Access Line (%)	<u>0</u>	<u>0</u>	<u>0</u>
Customer Out of Service Clearing Times (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>
New Installs Completed w/in 5 Days (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>
Commitments Fulfilled (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>

Comments / Explanations: inContact currently has no trouble reports.

Person Making Report / Contact Information: Meghan Ruwet, Telephone (303) 663-0102,
mtr@compliancegroup.com
